

**United Kingdom-London: Market research services**  
**OJ S 201/2019 17/10/2019**  
**Contract notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Care Quality Commission  
Postal address: Buckingham Palace Road  
Town: London  
NUTS code: UK United Kingdom  
Postal code: SW1W 9SZ  
Country: United Kingdom  
Contact person: Commercial and contracts team  
E-mail: [commercialcontracts@cqc.org.uk](mailto:commercialcontracts@cqc.org.uk)  
Telephone: +44 3000616161

**Internet address(es):**

Main address: <http://www.cqc.org.uk>

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://cqc-commercial.bravosolution.co.uk>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://cqc-commercial.bravosolution.co.uk>

Tenders or requests to participate must be submitted to the abovementioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at: <https://cqc-commercial.bravosolution.co.uk>

**I.4. Type of the contracting authority**

Body governed by public law

**I.5. Main activity**

Other activity: Regulatory body

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**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

Tell Us about Your Care Partnerships  
Reference number: CQC AM 179

**II.1.2. Main CPV code**

79310000 Market research services

### **II.1.3. Type of contract**

Services

### **II.1.4. Short description**

The Care Quality Commission (CQC) is the independent regulator of health and adult social care services in England, CQC is responsible for monitoring and inspecting these services to ensure they are providing care that is safe, effective, caring, responsive to people's needs and well-led. Listening to and acting on people's experiences of care is vital to CQC's work, as it helps us to decide when, where and what to inspect, supports better registration, inspection, judgements and ratings, and results in better information for the public. Since 2012, CQC has established a number of partnerships with national voluntary organisations, known as Tell us about your care partnerships, in order to increase our access to people's experiences of care via organisations that are already working with and hearing from people on an on-going basis. Further information on 'Tell us about your care' can be found at <http://www.cqc.org.uk/public/get-involved/tell-us-about-your-care-partnerships>

### **II.1.5. Estimated total value**

Value excluding VAT: 250 000,00 GBP

### **II.1.6. Information about lots**

This contract is divided into lots: yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 2  
The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Lot 1: Direct supply of share your experience webforms;

Lot 2: Indirect supply of share your experience via promotion of CQC to the public.

## **II.2. Description**

### **II.2.1. Title**

150000.00

Lot No: 1

### **II.2.2. Additional CPV code(s)**

79310000 Market research services

### **II.2.3. Place of performance**

NUTS code: UK United Kingdom

### **II.2.4. Description of the procurement**

The direct supply of CQC Share Your Experience webforms on a continuous basis will provide qualitative information from members of the public about individual experiences of care at named health and social care services subject to regulation by CQC. The supplier must already hear from members of the public reporting experiences of care at named health and social care services across England as part of existing business functions. The supply should be existing rather than something that has to be stimulated. Ongoing supply of Share Your Experience webforms completed by the supplier on behalf of a member of the public individual relevant experiences to be identified, summarised and converted into a supply of webforms by trained helpline staff of organisations already delivering a national helpline service to people who use health and care services and their loved ones and carers. Ongoing promotion of the Share Your Experience webform, of CQC, our role and purpose, and our narrative about why CQC needs information about people's experiences of care to prevent poor care happening to others, to those seeking helpline services. Project management of the partnership within the

contractor's organisation, helpline delivery, helpline supervision, communications and promotion, quality assurance and evaluation.

**II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**II.2.6. Estimated value**

Value excluding VAT: 125 000,00 GBP

**II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 12

This contract is subject to renewal: yes

Description of renewals:

The duration of 1 year with the option to extend for a further 2 years at 12-month intervals (1+1+1).

**II.2.10. Information about variants**

Variants will be accepted: no

**II.2.11. Information about options**

Options: no

**II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

**II.2.14. Additional information**

**II.2. Description**

**II.2.1. Title**

150000.0

Lot No: 2

**II.2.2. Additional CPV code(s)**

79310000 Market research services

**II.2.3. Place of performance**

NUTS code: UK United Kingdom

**II.2.4. Description of the procurement**

Indirect supply of Share Your Experience webforms via promotion of CQC to the public, the standards of care people have a right to expect, CQC's role in regulating, monitoring and inspecting services, and encouragement for people to use our inspection reports to inform choice, and to share experiences to improve care for others in the future. Promotion of CQC, our role and purpose, the standards of care people have a right to expect, what 'Good' looks like, our inspection reports and encouragement for people to share experiences of care through contractor's owned channels, earned channels including media. Plans to be agreed with CQC and include clear rationale for suggested approach, and evaluation. Evaluation reports for activity focusing on outputs and outcomes including reach through standardised metrics including but not limited to social media impressions, open rates and click rates, attendees at events.

**II.2.5.**

**Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**II.2.6. Estimated value**

Value excluding VAT: 125 000,00 GBP

**II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 12

This contract is subject to renewal: yes

Description of renewals:

The duration is 1 year with the option to extend for a further 2 years at 12 month intervals (1+1+1).

**II.2.10. Information about variants**

Variants will be accepted: no

**II.2.11. Information about options**

Options: no

**II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

**II.2.14. Additional information****Section III: Legal, economic, financial and technical information**

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**III.1. Conditions for participation****III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

**III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

**Section IV: Procedure**

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**IV.1. Description****IV.1.1. Type of procedure**

Open procedure

**IV.1.3. Information about a framework agreement or a dynamic purchasing system****IV.1.8. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: no

**IV.2. Administrative information****IV.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2019/S 156-385222](#)

**IV.2.2. Time limit for receipt of tenders or requests to participate**

Date: 15/11/2019 Local time: 12:00

**IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

**IV.2.4. Languages in which tenders or requests to participate may be submitted**  
English

**IV.2.6. Minimum time frame during which the tenderer must maintain the tender**  
Duration in months: 6 (from the date stated for receipt of tender)

**IV.2.7. Conditions for opening of tenders**  
Date: 15/11/2019 Local time: 12:00

**Section VI: Complementary information**

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**VI.1. Information about recurrence**

This is a recurrent procurement: no

**VI.3. Additional information**

The full specification of the requirement is set out in the ITT tender document available at CQC e-Sourcing Portal:

Bravosolution.co.uk

<https://cqc-commercial.bravosolution.co.uk>

Note: if you are already registered on CQC e-tendering portal please go straight to step 2 below.

If unregistered please follow the instructions below to register

Step 1. How to express interest:

- register your company on the eSourcing portal (this is only required once):
- browse to the eSourcing Portal: <https://cqc-commercial.bravosolution.co.uk> and click the link to register Bravo Project reference = Project\_360,
- accept the terms and conditions and click 'continue',
- enter your correct business and user details,
- note the username you chose and click 'Save' when complete,
- you will shortly receive an email with your unique password (please keep this secure).

Step 2. Accessing the ITT:

- login to the portal with the username/password,
- click the 'ITTs Open To All Suppliers' link (this area in Bravo contains CQC's invitation to tender opportunities (ITT's) open to any registered supplier),
- click on the relevant 'ITT' to access the content,
- click the 'Express Interest' button at the top of the page,
- this will move the 'ITT' into your 'My ITTs' page (This is a secure area reserved for your projects only),
- you can now access any attachments by clicking 'Buyer Attachments' in the 'ITT' Details' box to respond to the ITT,
- note the deadline for completion and follow the on-screen instructions to complete the ITT,
- you must then submit your reply using the 'Submit Response' button at the top of the page.

Note: There may be a mixture of on-line and off-line actions for you to perform. Online help and technical support is available via the Bravo helpdesk by Phone +44 0800 069 8630 or Email [help@bravosolution.co.uk](mailto:help@bravosolution.co.uk). If you require any further assistance please consult the on-line help, or contact the eTendering help-desk

To be considered as a bidder you must complete and submit a tender response by the deadline of 12.00 (12 p.m. Noon) 15.11.2019

Please allow sufficient time to make your tender response submission as late tender response submissions will not be permitted by the system.

#### **VI.4. Procedures for review**

##### **VI.4.1. Review body**

Official name: Care Quality Commission  
Postal address: 151 Buckingham Palace Road, Victoria  
Town: London  
Postal code: SW1W 9SZ  
Country: United Kingdom  
E-mail: [commercialcontracts@cqc.org.uk](mailto:commercialcontracts@cqc.org.uk)  
Internet address: <http://www.cqc.org.uk>

##### **VI.4.2. Body responsible for mediation procedures**

Official name: Care Quality Commission  
Postal address: 151 Buckingham Palace Road, Victoria  
Town: London  
Postal code: SW1W 9SZ  
Country: United Kingdom  
E-mail: [commercialcontracts@cqc.org.uk](mailto:commercialcontracts@cqc.org.uk)  
Internet address: <http://www.cqc.org.uk>

##### **VI.4.4. Service from which information about the review procedure may be obtained**

Official name: Care Quality Commission  
Postal address: 151 Buckingham Palace Road, Victoria  
Town: London  
Postal code: SW1W 9SZ  
Country: United Kingdom  
E-mail: [commercialcontracts@cqc.org.uk](mailto:commercialcontracts@cqc.org.uk)  
Internet address: <http://www.cqc.org.uk>

##### **VI.5. Date of dispatch of this notice**

15/10/2019